DOCUMENT RESUME

ED 069 284 LI 003 948

TITLE	International and National Organizations, Proceedings: International Federation for Documentation Study Committee "Information for Industry" - FID/II. Meeting Held in the Framework of the ISLIC International Conference on Information Science, Tel Aviv, Sept. 3, 1971.
INSTITUTION	Israel Society of Special Libraries and Information Centres, Tel Aviv.
PUB DATE	72
NOTE	34p.; (0 References); Contributions to Information Science, No. 6
AVAILABLE FROM	Israel Society of Special Libraries and Information Centers, P.O. Box 20125, Tel Aviv, Israel ($3.00)
EDRS PRICE	MF-$0.65 HC Not Available from EDRS.
DESCRIPTORS	Committees; Conference Reports; *Industry; *Information Science; Information Services; International Organizations; International Programs

ABSTRACT

The material published here was presented at an open meeting of the International Federation for Documentation study committee, Information for Industry (FID/II) during the ISLCI International Conference on Information Science on September 3, 1971. (The full proceedings in two volumes are available as ED 065139 and ED 065140.) Contained herein are presentations by representatives from the United Nations Industrial Development Organization, South Africa, Norway, Canada, Denmark, United Kingdom, the Netherlands, Israel and the FID/II Chairman. The terms of reference for the study committee include: information needs of industry including scientific, technical, commercial, economic, behavioral and managerial information, and the organization and operation of information services both by and for industry. (Author/SJ)

ED 069284

FID publ. 490

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
OFFICE OF EDUCATION
THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL OFFICE OF EDUCATION POSITION OR POLICY

PERMISSION TO REPRODUCE THIS COPYRIGHTED MATERIAL BY MICROFICHE ONLY HAS BEEN GRANTED BY

ISLIC

TO ERIC AND ORGANIZATIONS OPERATING UNDER AGREEMENTS WITH THE U.S. OFFICE OF EDUCATION. FURTHER REPRODUCTION OUTSIDE THE ERIC SYSTEM REQUIRES PERMISSION OF THE COPYRIGHT OWNER

CONTRIBUTIONS TO INFORMATION SCIENCE

No. 6

ISRAEL SOCIETY OF SPECIAL LIBRARIES AND INFORMATION CENTRES

ISLIC

International Federation for Documentation
Study Committee "Information for Industry" - FID/II

Meeting held in the framework of the ISLIC International Conference on Information Science, Tel Aviv, Sept. 3, 1971

PROCEEDINGS

INTERNATIONAL AND NATIONAL ORGANIZATIONS

LI 003 948

Tel Aviv
1972

UDC
659.2:[061.2(100)FID:002].053.52

TEL AVIV P. O. B. 20125

CONTRIBUTIONS TO INFORMATION SCIENCE series

1. A generally applicable facet for the UDC, by H. Wellisch. 1966. (Out of print).
2. A computer-produced index to current scientific research in Israel, by C. Keren, B. Arbel, N. Fichman, and H. Parnes. 1969.
3. An international center for standards documentation, by H. Wellisch. 1969.
4. Committee for the development of scientific and technological information networks in Israel. Team: Prof. D. Abir - Chairman, C. Keren - Member. Summary of the report.1970.
5. Reference work - background and implications; Clarissa Gadiel memorial issue. by E. Amiel. S.M. Thomas, S. Weil, and H. Wellisch. 1971.
6. International Federation for Documentation, Study Committee "Information for Industry" - FID/II. Meeting held in the framework of the ISLIC International Conference on Information Science, Tel-Aviv, Sept. 3, 1971. Proceedings. International and National Organizations.

ISLIC International Conference on Information Science, Tel-Aviv, Aug. 29 - Sept. 3, 1971. Proceedings, 2 vols., 803 pp., 1972. $ 28.-.

Publications: "ISLIC Bulletin" (in Hebrew, English synopses), published three times a year; price: single copy IL 3.- ($ 2.-), annual subscription IL 8.- ($ 5.-). "Contributions to Information Science", series of monographs published irregularly; price: single copy IL 5.- ($ 3.-).

ISLIC assumes no responsibility for the statements and opinions advanced by the contributors.

© The Society

P R E F A C E

The material published here was presented at an open meeting of the International Federation for Documentation Study Committee "Information for Industry" (FID/II) during the ISLIC International Conference on Information Science on September 3, 1971 in Tel Aviv.

The panel did not include all the members of FID/II, but only those present at the Conference. A complete list of FID/II members appears in the Appendix.

The meeting was chaired by Mr. Carl Keren, Director of the National Center of Scientific and Technological Information, Israel, and dealt primarily with the national information services provided in the various countries.

TABLE OF CONTENTS

FID/II 1
Kjeld Klintøe

UNIDO 4
Violet Vince

South Africa 7
Denys G. Kingwill

Norway 10
A. Disch

Canada 11
Frederic G. Halang

Denmark 13
Kjeld Klintøe

United Kingdom 16
Felix Liebesny

Netherlands 19
A. van Loen

Israel 20
Carl Keren

Discussions 22

Appendix: Membership List 26

FID/II

Xjeld Klintøe
Chairman, FID/II

FID/II stands for the Study Committee "Information for Industry" within FID. It was started in 1960 on the initiative of Dr. Alexander King, of OECD. He was at that time President of FID, and having the background and special interest, coming from an organization especially dealing with economic growth, he thought it was desirable to have within FID a body of people with professional expertise in putting knowledge to work.

We all know that the basic economy of countries relies on agriculture, mining and other activities utilizing natural resources, but that economic growth can be fostered only by industrialization.

Industrialization means nothing more, nothing less, than the systematic application of existing knowledge originating in various disciplines and the creation of new knowledge under the heading "innovation."

The survival and growth of modern society is based upon its capability to foster innovations in industry, which lead to economic growth; innovations in basic industry like energy, mining, construction, etc. which lead to a more efficient utilization of natural resources; innovations in public services, which lead to an increased standard of living.

Mr. R. McBurney of Canada, our present FID President, was the first chairman of a group of professionals with experience in how best to ensure that any organization, no matter what its status, having a more or less identified need for knowledge, will get what it needs as quickly as possible, presented in a way which motivates the organization to use it and benefit from its use.

Terms of reference were developed for the Study Committee and have been reconsidered over the years. The latest version includes: information needs of industry including scientific, technical, commercial, economic, behavioral and managerial information, both written and unwritten. Further, the organization and operation of information services, both by and for industry.

The functions of FID/II are to study and promote methods for transfer of information to industry; to study and improve methods of correlating users' requirements for information from all sources and services; to study and promote methods aimed at motivating and training potential users to become regular users by defining their needs and encouraging

their participation; to study, evaluate and compound the sources of information aimed at serving industry; to encourage the training of information officers in and for industry; and to promote the international exchange of knowledge and experience within these terms of reference. FID/II cooperates with other FID committees in areas of common interest and with other international organizations on behalf of FID.

This program has resulted in some projects which we consider practical and fruitful to apply. The first was the publication of an International Directory of Referral Centers aimed at serving industry. The recently published 3rd edition comprises 149 entries from 131 countries. It can be obtained from the FID General Secretariat in the Hague. Mr. Fred Halang of Canada has been its general editor since its inception, and a very efficient one too.

The value of the Directory lies in the fact that referral centers act as focal centers to identify sources of information as well as needs of information and so establish an efficient and fast-growing communications system among countries.

The second project was to identify the most important carriers of information for industry. This has resulted in a number of national lists of technical journals for industry. It is a highly selective project. In Denmark, for example, we have about 640 so-called professional journals and only 71 of these have been regarded as being of interest to industry. To date, 28 countries have prepared their selected lists.

The usefulness of these lists is that they can assist companies who want to compete or cooperate internationally to learn about the technical level of other countries.

The third project deals with effective means of communicating scientific or technical information to industry. By "means" we do not mean physical means, but how to approach industry to get it interested in seeking and applying knowledge, and in forging close links with information sources. This project was launched during a Conference in Rome in 1969. A small booklet has been published highlighting the ideas developed at this Conference on how to improve communication between users and providers of information.

We are devoting special efforts to the evaluation of realistic means by which understanding and acceptance of knowledge can be achieved by the receiver who reacts as a human being. This is achieved more by emotional involvement than conscienciously. The users must be served and not taught. What are the most effective means? What should be our attitude and

approach as information officers? We still do not know much about this field but we want to learn from each other and that is why 20 countries have joined FID/II, which meets every year, sometimes twice a year. The newest member of the committee is UNIDO (United Nations Industrial Development Organization). We are very happy that UNIDO has joined this group, because we want to share our experiences with industry in developing countries.

UNIDO

Violet Vince
Industrial Information Officer
United Nations Industrial Development Organization, Vienna

UNIDO's first aim is to promote and accelerate the industrialization of the developing countries, with particular emphasis on the manufacturing section. The purposes and objectives of UNIDO include assistance in the transfer, dissemination and utilization of industrial information.

Within this framework, it assists and advises the governments of developing countries at various stages of technical development to carry out surveys of their industrial development possibilities, to formulate their industrial development programs, to advise on the implementation and follow-up of industrial programs, etc.

The section within UNIDO dealing with industrial information is a part of a division called Industrial Services and Institutions Division. This Division is concerned with setting up a so-called "infrastructure" within developing countries. We understand by industrial infra-structure one that covers the organization of industrial public administration: development of modern industrial legislation systems; creation of facilities for in-plant training for engineers and industrial managers; identification of needs for applied research; strengthening of national bodies for standardization and quality control; and setting up industrial information facilities.

The activities of the Information Section are mainly field oriented and can be divided into four main areas:

* Assisting and guiding developing countries to improve existing industrial information facilities and establish new ones.

* Assisting developing countries in getting easier access to industrial information stored and processed in industrialized countries throughout the world.

* Collecting and processing industrial information on selected topics for UNIDO headquarters and field services.

* Disseminating industrial information through various UNIDO regular and ad hoc publications, and later also through audio-visual information services.

Our first and main duty is to set up some kind of information facility

in developing countries. The first step is to make the governments aware of their duty to assume responsibility to set up, within an existing body or independently, a center or a unit where industrial information is collected, partly processed and actively - agressively disseminated.

Depending on local conditions, we try to explain that it is rarely necessary to start with the creation of a large library collection, with expensive equipment and with over-sophisticated documentation techniques. There should be a step by step program towards improving domestic information resources in accordance with the already existing needs. As the term "industrial information" means a variety of different information areas - technical, technological, economic, commercial, statistical, marketing and so on - all resources within the country having a relevance to industrial activities should be utilized to the maximum through the creation of a cooperative network.

We want to pay particular attention to the person-to-person dialogues with the users of industrial information. We are utilizing the experiences of FID/II and countries such as Denmark, Canada and others who have initiated such dialogues to make the industrialists more information-minded.

Another activity which we have started is to open information channels to the "world information stores", to enable developing countries to have easier access to collected and processed information. Here we act within the framework of the Industrial Inquiry Service. As our own stores don't suffice to answer all questions, we have set up a pool of correspondents who help us in answering the questions we receive. By combining these two efforts, we hope to succeed in introducing awareness of the need for information, and its use. We have come to the conclusion that the answer is not to follow slavishly the traditional pattern of advanced countries, evolved a hundred and fifty or two hundred years ago, but to look at the special local conditions. Sometimes we have to apply new, unusual methods; sometimes simple small-scale solutions for relatively short-term concrete needs.

A modest project of UNIDO in close cooperation with other UN agencies is to abstract and index UNIDO-originated documents which will then be included in the store of other UN documents. We are working on this together wil ILO, the International Labor Organization.

UNIDO also runs an SDI service to provide experts with information covering new technological and economic reports, abstracts and state of the art reports.

We publish the UNIDO Newsletter, the Industrial Research and Development News, and Industrial Development Abstracts.

To sum up, in order to provide developing countries with information essential to their industrialization, a continuous and dynamic approach and a thorough understanding of the specific conditions prevailing in a developing country is necessary. UNIDO seeks means which answer specific needs of a particular country. This demands an adaptation of existing methods, which cannot be applied as such or to a very limited extent only. We are experimenting with a combination of traditional methods and new techniques, with the aim of lessening the existing information gap between the industrialized and the developing world.

SOUTH AFRICA

Denys G. Kingwill
Director, Information and Research Services
South African Council for Scientific and Industrial Research, Pretoria

The Council for Scientific and Industrial Research is a body outside the government framework. Its activities exclude such subjects as agriculture, behavioral and social sciences, atomic energy and fuel research for which there are other research councils or organizations. It is the only body specifically charged with research for the manufacturing industry.

The organization itself consists of three main parts: the national laboratories, the usual service departments, and the Information and Research Services for which I am responsible.

In the Information and Research Services, we have two levels of activity: publishing and publicity of scientific and technical information; and development of industrial and scientific research.

The scientific and technical information facet is concerned with technical information services which we are specifically discussing here. This includes a foreign language information service, a documentation system development service, a literature reference service, and a scientific and technical library, which is the main scientific and technical library of the country.

So on the one hand we have activities concerned with publishing and editing; publicity and public relations; communication of science, and a very important activity - a conference and symposium secretariat. In our experience conferences and symposia are among the most important means of communication.

On the other hand, we have industrial research and development with its three branches; a research-economics division, a techno-economics division and an industrial research and development division directed by a committee called IRD. On the scientific side, we are concerned with university grants; and have a Science and Operations Division which participates in national and international programs. In addition, we have four scientific liaison offices in London, Washington, Cologne and Paris.

Presently, the technical information service is very small and draws on a vast number of specialized services with which it is closely integrated. Since initially the policy of CSIR was to encourage industry to do its own research and provide its own information services, we made a late start

in developing what is now recognized as an important activity, the technical information service.

The task of the techno-economic division is to review the research needs of particular sectors of the economy. It is interesting to note that the mission-oriented research activities which are most developed exist in most developing countries. They are mainly concerned with the infrastructure: building, roads, water-supply and treatment, air pollution, food, etc. Nutrition is especially important in a developing country, where a large section of the population is rapidly becoming urganized and changing its dietary patterns. It is also an important aspect of preventive medicine.

Personnel - training people without an industrial background to participate fully in industrial activities - is also very important. We have a well developed and rather unique institute concerned with the selection, training, classification, development and integration of labour.

On the production side, it is characteristic that most of the research institutes are concerned with natural products: timber, wool, leather, fish, sugar cane and so on.

The aim of the Information and Research Services, apart from its own research activities, is to develop the techniques of provision of information to management, and to encourage mission-oriented organizations to build up their own information services. A little story will illustrate the reluctance of research groups to call in outsiders to provide information and liaison services.

A young couple decided to get married but first they would complete their university degrees and get married in 66 days' time. They went off to separate universities and each day he wrote her a letter pledging his undying love. On the 66th day she married the postman.

The research groups however, feel very rightly that they have to have a close liaison with the clientele, so we concentrate on providing the techniques for it.

The Technical Information Service, under Dr. Robert van Houten, has gone to great pains to define the functions of an organization belonging to the public sector in the provision of information, and where no well-defined research group has emerged, to provide research services as well. They are concentrating at the moment on the area of the whole middle working industrial field, for which we lack a proper term. It is interesting that no general internationally acceptable term has emerged, not in English anyway, for a field which we now call "production technology."

This is really the heart of industry, concerned with all aspects of metal work and low-cost automation. CSIR has set up a low cost automation facility in its very elaborate and well-developed technical service department and not in its research laboratory. The President of the CSIR, himself a physicist, has always insisted on the developing of this service, which is an indispensable tool for research.

Now, we have reached the stage where this extension service is being made available to medium and small-sized industries. Linked to its other activities - production, technology and low cost automation - the technical information services are now developing an SDI service of their own.

I should mention that here, as in most other countries, the large industries like the steel and the chemical industry, have their own information services.

I hope I have given you some background to how we approach the problem of technical information for industry. Our experience indicates that close contacts between the technical information officers and the management are indispensable to develop a technical information service for industry. In a developing country, market information which companies require to branch out into new manufacturing fields cannot be provided by normal market research companies because they would not link-up with technical expertise.

NORWAY

A. Disch
Director, Norwegian Industries Development Association, Oslo

Today we are concerned with the practical side of information dissemination. In Norway, we are trying to establish long-term planning. Scientific and technical information in Norway is the responsibility of several bodies, one of which is SNI (Norwegian Industries Development Association). SNI is one of 23 institutes operated by the Royal Norwegian Council for Scientific and Industrial Research.

The Council considers dissemination of information in specific fields to be the responsibility of specialists working in the various institutes. For example, the Institute for Building Research has the responsibility for disseminating information generated by their own research activities to the building industry. The same applies to other fields like ship building, textiles, etc. There are also a number of poly-technical institutes which run various advisory services to industry.

The Institute I represent is called the Norwegian Industries Development Association, but it is, in fact, a center for technical information and documentation. It runs a number of traditional services including abstracting services for practicing engineers. A joint Scandanavian effort is the publication of a poly-technical abstract journal which scans 600-700 primary technological journals each month. This abstract journal will be useful to the general practitioner and the specialist who wants to keep abreast of the developments in his field. In addition, we produce two other abstract journals, one covering building and construction, and the other, shipping and ship building.

A particularly interesting feature of the work of our Institute is the development of a computerized storage and retrieval system for information which we call POLYDOC. It is a simple but efficiently functioning system based on keywords. It was developed because we felt that an industrial research institute should be responsible for the storage and retrieval of information relevant to its own activities. This information may be in the form of in-house research reports, patents, or technical articles from the literature. POLYDOC is offered to industry on a semi-commercial basis. Participating firms, which pay for the service, send us information from their sources: reports, articles, patents, marketing information, information about personnel, wages, etc. The information is processed by SNI and returned to the firm.

The POLYDOC system has been in use for some years by firms throughout Scandanavia. In France, the Glass and Ceramics Research Institute is using the system for their own information storage and retrieval.

CANADA

Fredrick G. Halang
Secretary, Advisory Board on Scientific and Technological Information
National Research Council of Canada, Ontario

I will try to give you an idea of the overall organization of information to industry as it presently exists in Canada. I should stress that I can only talk about the present and past because Canada, as some of you know, is one of the countries where things are always changing, so we are in a kind of transition stage, and a couple of years from now, things may be completely different.

As in many other countries, there are various organizations in Canada supplying information to industry, and as usual, there are some gaps. Certain government departments which specialize in fields like mining, agriculture, forestry, fisheries, etc., give information and assist industries in those particular areas. This leaves out the area of secondary industry - the manufacturing industry - and that is what I mainly want to talk about.

In that field, we have several organizations which provide industry not only with technical assistance, but with financial assistance as well. Assistance in the managerial field is also available. If we restrict ourselves to the scientific and technical fields, there are two main organizations: the National Science Library, and the Technical Information Service. Both of these are part of the National Research Council which includes 27 units.

The areas they cover have been historically developed so that the National Science Library emphasizes research and serves primarily research organizations. It started as the library of the National Research Council which is a complex of research laboratories in the fundamental and applied sciences. The Technical Information Service, on the other hand, has been given the task of primarily assisting industry, and especially small- and medium-sized industries.

Because of the size of the country, we have regional centers in Canada. Not only do we have regional research councils which are centralized under the National Research Council, but in the Technical Information Service, there is a center in Ottawa, and a field service with extension services all over the country.

There are various types of services provided by the Technical Information Service, and only about 20% of the customers are from industry. This is rather natural, since when this service started, it was geared more to the needs of research workers and scientists than to those of the engineers.

Until a few years ago, the Technical Information Service worked mainly with conventional methods. We still feel that the human approach is the best way of information transfer. Whether we will feel so five or ten years from now, I don't know. At that time, we will all use fully- or partly-computerized methods of information transfer, and the human element as far as the user is concerned may be completely out.

To summarize, I want to enumerate the various services provided by the Technical Information Service:

* A financial assistance service for industrial research.

* Courses aiming to make small industry aware of computerized services.

* An interpretive service; a classical question and answer service, to give more than literature references, but also to try to solve the customer's problem with the help of experts.

* A service concerned with solving industry's management problems.

In North America, people giving such a service are known as industrial engineers. They visit plants, speak to industrialists, and try to pinpoint problem areas which need not necessarily be technical.

DENMARK

Kjeld Klintøe
Director, Denmark Technical Information Service, Copenhagen

DTO, Denmark Technical Information Service was established in 1955 as part of the productivity movement at a time when the country decided to change from an agricultural to an industrial economy. The idea was to improve the relations and communications between industry and about 500 centers of specialized knowledge within universities, the Academy for Technical Science and the two technological institutes in the country.

The idea was that DTO should become an organization for marketing of knowledge, regarding knowledge as a commodity. Market analysis showed that we had a structure of private and public enterprises and services, manufacturing goods or services. They were not, however, trained as receivers of disseminated knowledge. So we have chosen not to disseminate but to inseminate knowledge, which is probably quite natural for a country specializing in agriculture.

We felt that nobody in industry will ask for information as long as he does not know that he needs it and that information which he needs exists. Therefore, we decided that, in order to get results, it is necessary to establish personal contacts. The field liaison service is now the most important and fundamental activity of our service.

We call upon managers uninvited. Why managers? Because the bottleneck is always on the top. We do not try to teach them because no industrialist nor manager wants to be taught. He wants us to listen to him and to his problem. That means, when we call upon a manager, we do not teach him about information. We interview him. Among the questions we put to him is: what do you intend to do when you no longer earn money on what you are doing today? He is very surprised when confronted with that sort of question. This kind of interview provides DTO with a fairly good picture of the interests and the working of the organization, and is not only accepted but appreciated by the man at the top. A manager or top man in an organization is often very lonely, as he cannot discuss his real problems with other managers because of his status and position.

You may call the picture we receive a profile; we don't like to use that word. A profile is something static, and a competitive organization is constantly changing its pattern; it is dynamic. A company is an organism composed of human beings, with changing needs, changing problems, and changing possibilities.

Nevertheless, this picture is kept up to date by paying about 450 visits per year to as many companies and interviewing their staff. This enables

us to be aware of the information needs of particular firms. We identify ourselves with the conditions and growth possibilities of our clients so that, without being requested to do so, we can scan for them a large number of primary and secondary publications, material we get from our good friends abroad plus what our foreign service can provide through our commercial and industrial attaches in several countries. We select information and notify select persons in select companies about information items relevant to their needs. If they are interested, we can provide them with original reports, or any other items of information, of which we have made them aware. We disseminate about 18,000 selected items of information to 2,000 organizations per year. Almost 35% of the receivers responded and requested more information.

These two activities, the field liaison service and the active information service, are carried out at our own initiative, and for this reason we are given taxpayer's money to do it.

Besides these activities, which are geared to companies and individuals, we arrange group meetings or conferences for concerns, for branches of industry, for local groups of industrialists and so forth, to create a communication atmosphere in which these people can exchange knowledge and experience.

What we hope to achieve is that people will remember our telephone number: that they will remember it as well as they remember the telephone number of their family doctor, or their local taxi. Every time a staff member in an industrial company or public service is in need of advice, he can phone us and he will have a personal contact among our staff whom he has met on a previous visit, who can help him and with whom he can have a confidential talk. Our task is to question the inquirer until we understand his problem and the environment in which he is working. We then try to find a man with experience and knowledge in the field to whom he may turn for advice, or a handbook or a directory, or we advise him what publication to peruse, in what library it is available or what documentation service to use.

Telephone consultation is widely used. From time to time the companies will come and ask us to work for them as an intelligence service, and to identify information sources which they can utilize and benefit from.

The status of DTO is that of a private organization because no private industrialist really has confidence in a government service. We are sponsored by the government and are affiliated with the Danish Council for Scientific and Industrial Research and financed mainly through government funds. These funds are provided to develop and maintain the qualifications and capacity of our staff, and to carry out the field liaison service and

the active information service. Requested services are charged for and our only means to expand is through earning more money by serving a satisfied clientele.

At the inception of the service most of the clients were interested in productivity methods. Later, companies and public services showed greater interest in product development. We are now in the stage where industry and public services are more market oriented and innovation and long-range planning are the main topics we are dealing with.

Along with the development of DTO, an improvement in the library and documentation services in Denmark has taken place. The Danish Central Technical Library has established a magnetic tape service as a supplement to their more traditional documentary service which has been in operation for decades.

Further, the Danish Central Technical Library has taken the initiative to create local technical libraries all over the country. As a result, there are many different ways in which Danish industry can get written or unwritten knowledge, and by which the Danish industrialist can supply his staff through a large number of domestic centers, where specialized knowledge is accumulated.

UNITED KINGDOM

Felix Liebesny
Aslib, London

The situation in the UK as far as information to industry is concerned, has changed in the last 15 months due to political circumstances which unfortunately always seem to upset nicely established and proven systems. We had a change in government some 15 months ago and one of the first things that happened was that the Ministry of Technology was abolished and we now have a completely different Ministry which is called the DTI, Department for Trade and Industry. This Department has swallowed up the old Board of Trade and the Ministry of Technology, and has therefore presented us with a completely different set-up. This has affected information and documentation work to a considerable extent.

I will attempt to describe the situation in the UK from three different points of view.

First, in terms of subject. We have a system of disseminating information which is operated by a number of research associations. Research associations are now 50 years old. They were first established in the United Kingdom in 1918, just after the First World War, in order to assist those sections of British industry which were found to require a shot in the arm. The first research association that was established was that of the Scientific Instrument Industry. We now have well over 50 research associations for 50 different industries, and one of the most important functions of these organizations is to collect, collate and disseminate information in their specific fields. Some of these research organizations are better qualified to do this than others and some of the older ones are certainly much more experienced. For example, the British representative on this committee is the information officer of the Rubber and Plastics Research Association which serves a very large industry scattered all over the country. The picture on the subject oriented side is made slightly more difficult by the existence and growth of the nationalized industries, e.g., the coal industry, the electricity generating industry, the nuclear energy industry. Large information centers have been created to serve these industries. These are normally outside the framework of the research association. In some cases they have absorbed existing ones. For example, the Electrical Research Association is at the moment being absorbed into the Central Electricity Generating Board as far as information work is concerned. The same has happened in the steel industry.

From the regional point of view we have a network which is scattered all over the country of what we call industrial liaison officers or ILO's. This network was set up by the former Ministry of Technology, or even

before that by the Department of Scientific and Industrial Research. The ILO's are normally graduates located at the colleges, polytechnic universities and similar places, who serve the local industry, irrespective of type. Certain industries are located in specific areas; the steel industry in Sheffield; the shipping industry on the Clyde, etc. The ILO's have the task of going to industry and finding out what their information requirements are and to act as a post office. They receive inquiries, find out to whom or where they should be addressed, and pass them on. The ILO's answer an inquiry themselves only in rare cases, and then only if they have access to the information in the library or information service of the university, college, polytechnic or wherever else they may be located.

The network of ILO's has grown in recent years as government policy is supporting it at the moment. Even in London where there are a fairly large number of information centers, we will have ILO's situated at colleges and universities.

In the early days of the ILO's, they were not only concerned with exchange of information but also with the exchange of special types of equipment or instruments.

The ILO's come under the Department for Trade and Industry and the DTI has a large number of liaison information centers. It is also assisted in its collection of information by a number of overseas liaison officers which are normally attached to embassies. The most important ones are those in Washington, Bonn, Paris, Moscow and Stockholm. These scientific attaches collect information which they pass on to the DTI and this information is disseminated by newsletter to specific industries.

Information services to industry in the UK are fairly old. Industry was aware of the need for information and was providing its own tools for it as long as 40 years ago when the earliest industrial information departments were set up. The reorganization of these departments has been very difficult to achieve because of existing vested interests.

In 1934 a splinter group from the Library Association was established and it was called the Association of Special Libraries - now known as ASLIB. ASLIB is perhaps the most important of the field oriented information centers today, although it isn't really an information center but more a clearinghouse.

We estimate that we have in the UK about 6,000 people working in information. There are about 2,500 members of ASLIB, both individuals and companies, industrial concerns, national bodies or public libraries. ASLIB provides not only a platform for discussion, conferences, congresses, etc. but is also very active in what I would call short and medium-term information for information officers, information scientists and so on.

In 1958 we established a professional body of information scientists in the UK and this has led to the creation of university courses in information science, first at the City University and later at Sheffield University, and also at Leeds and Newcastle. This has given the information scientists a professional status which industry has learned to appreciate and industry now requires not documentalists or information workers but information scientists, people with degrees from these various establishments.

I mentioned that ASLIB came into being as a splinter group of the Library Association. The Library Association represents mainly public librarians. Recently the Library Association has realized that something ought to be done for the industrial librarians and they have added subject sections for industrial librarians and improved their services to them. Perhaps the most important service is the creation of the British Technology Index.

The whole scene in the United Kingdom is very much influenced by current government policy which is today less and less on government aid and more and more on self help. This is clearly evident in the reduced grants to the research associations, which, as I should have mentioned, are partly financed by government and partly by industry. This government policy is also reflected in less and less assistance to publications, information centers and so on. For example, the Office of Scientific and Technical Information (OSTI), which is one of the government departments specifically concerned with information, has been told that grants will be given only where they act as incentives to an organization to become independent and to rely less on public funds. Industry is now learning to stand on its own feet more as far as information work is concerned. This has led to a change in the picture, but I must stress that the picture is a very fluid one and while it may be correct at the moment, it may be out of date in ten minutes' time.

NETHERLANDS

A. van Loen
Managing Scientific Director, NOBIN, The Hague

In May, 1971, a new organization called NOBIN was established in Holland. The terms of reference of NOBIN could be summarized as follows: any information system which is of social relevance will have NOBIN's support in terms of development, publicity, and funding. NOBIN is a planning organization whose priorities are economic, managerial, organizational, technological, and social. We serve as advisors to government, and contribute to the formulation of national policy in all areas of information handling. In the near future, it is planned to establish institutions which will deal specifically with each of these aims.

In the area of education and training, an attempt will be made to bring about cooperation between government and those universities and institutions which are concerned with basic and applied research.

We are currently dealing with several projects initiated some years ago by the government. One of these is concerned with the medical industry; another, with compatibility between different kinds of hardware. There are also projects dealing with chemistry, agriculture, and sociology, and one concerned with the unification of university library catalogs through computerization. All these projects have to be finalized and brought under contract, and we hope to achieve this before the end of the year.

It is too early to predict how NOBIN will function. Clearly, we will have to make the most economic use of money and professional manpower, which are in short supply in Holland, and of time, which is in short supply everywhere. We will therefore have to evaluate the commercial services available abroad and determine whether they can be used directly or how they can be adapted to conditions prevailing in Holland. We have to determine whether or not to develop our own software as has been done in Canada.

NOBIN will make an effort to cooperate with any agency, institution or individual, whether governmental, semi-governmental or private to further the organization of information in Holland.

ISRAEL

Carl Keren
Director, National Center of Scientific
and Technological Information, Tel Aviv

It is somewhat of an anticlimax to try to describe Israel's activities in this field as compared to the activities of other countries where money, trained manpower, and well established organizations support information services to industry.

In most industrialized countries, large industrial combines, the pressure of competition, cooperative ventures and investigations through OECD and other organizations and similar factors, have created an atmosphere where the role of industrial information in the technical innovation process is increasingly being recognized.

In Israel many of these stimulating factors are still absent - industry is small or medium sized, markets are protected, etc. - and therefore many of our activities in the field are still rather rudimentary. Some of the activities which are high on the list of priorities of my colleagues from abroad are handled here by several organizations. Thus, the Institute of Productivity arranges seminars for managers in industry and also specializes in all kinds of information leading to increased productivity. Universities, and especially the Technion - Israel Institute of Technology, hold special courses and seminars for industry where new products and production processes are introduced. Some research institutes and notably professional associations do the same in their areas of specialization.

At the National Center of Scientific and Technological Information (COSTI), our task is mainly concerned with current information supply, i.e., propagating the existence of a commodity called information, and how it can most advantageously be used, and supplying the information needed, either upon request or on our own initiative. This job is done by nobody else in Israel and the "Information for Industry" department of COSTI attempts to fill the void. The department consists of seven engineers plus supporting staff and has a potential clientele of about 3,000 users - companies which manufacture products or service the technical market. To date about a third of our potential clientele has been reached and we are continuing our "sales" effort. I use the term "sales" advisedly, since we advocate an input into the production process which is not always appreciated and the need for which - from an economic point of view - is difficult to demonstrate.

Our activity is simple and complex at the same time. Basically we try

to "profile" a user - and here I would like to reply to Mr. Klintøe that we still favor the use of the term "profiling" a user. We feel that profiles change constantly, and if they remain static, they become worthless - fast. We define the user's past and present activities and his future plans by visiting his plant, acquiring an overall view of products, processes, machinery and capabilities through conferences with the managerial and professional staff. In the office we attempt to match the profile with the information available, and through constantly adapting that information to actual needs and requirements, we strive to achieve a dialogue in which we serve as a bridge between the user who has a need - whether recognized or not - and the store of knowledge - whether applicable in its present form or in need of adaptation.

For this basic purpose we employ all the capabilities which COSTI can offer, such as manual and computerized SDI services, retrospective searches, data acquisition, special seminars, document location services, etc. As I pointed out before, the means at our disposal are extremely limited and we often have the feeling that this is an area where we are only scratching the surface. But it is my pleasure to note that even with present restrictions some significant successes have been achieved, i.e., information has been used to advantage, and the fact that although we charge for all of our services, most users stay with us once they have tried our service.

DISCUSSIONS

Chairman: Carl Keren (Israel)

The choice of the countries which have reported about their activities here is arbitrary. It so happened that representatives of some countries were present at the ISLIC Conference and therefore participated at this FID/II meeting. Other countries not represented here have also done work in this field and I refer especially to CEMA countries who have invested large amounts of work and effort in the creation of information services to industry. I am sorry that these efforts cannot be reported here.

The country reports presented here are, by necessity, very brief and cover only the main points. Practically no mention has been made of the very far-reaching and fascinating problems of information transfer which confront anybody who tries to transfer information or knowledge from information-producer to information-user. Anyone with some experience in this area knows how little we really know of the difficulties, of what is needed, of the psychology of an information user, of the form in which information can be accepted under any given condition, and the influence of the time factor or the language factor on all of these.

MR. H. SCHUR (UK): To Mr. Klintøe. What is the relation between the Denmark Technical Information Service (DTO) and the Danish Central Technical Library (DTB), which also seems to provide technical service?

MR. KLINTØE: to Mr. Schur. The DTB is the library of the technical universities. It is the main technical library in Denmark. It has a documentation department which provides service, but they do not actively approach industry, they don't visit the industry. Two years after DTO was set up, there was an agreement made between the Library and DTO that all documentation and library services will be provided by the Danish Central Technical Library and all the field services by DTO. That means we are a contact organization for industry and serve as liaison between industry and the research institutions. We don't deal with documentation. Of course, we have documents but our collection is very selective. We have our own library, but this is also very selective and based upon the structure of industry and not the structure of science.

DR. M. CREMER (Germany): It seems to me that information for industry is connected not only with scientific and technical information but more and more with other kinds of information as well. I would like to mention a new project in the field of marine engineering where some big firms started to develop a kind of integrated information system covering technical and scientific publications but also data about the legal aspects, international

law, international regulations, as well as economic data concerned with the development of marine engineering, and so on. It seems that many branches of industry are becoming more and more interested in integrated information systems. One of the disadvantages of our documentation system is that to date we have emphasised scientific and technical publications and patents only.

The second point, already mentioned by Mr. Schur, is that a good library system, as part of the information system for industry, should not be neglected. When we started in Germany to develop the Central Library for Technology, we realised that it is an important contribution to the transfer of knowledge to medium and small-sized industry. Transfer of knowledge means not only supplying publications, but also other services like translation from foreign languages. A fast copying service is very important for a national information system for industry.

Presently we have two problems in information for industry. The first is cooperation in developing new, modern information systems which industry is interested in. I mentioned as an example marine engineering; another example is the development of a centralized data bank for properties of materials. We try to persuade industry and government to join in the organization of integrated information systems. Industry is becoming more prepared to offer assistance to the public, and the government seems to be more interested to join industry to make its assistance available. So that the situation as described by Mr. Liebesny for the UK is different in Germany.

The second problem is information transfer to industry - to the small and middle-size industry. We tried to do this on two levels, on a branch level and on a regional level. I was very interested to hear from Mr. Liebesny that in the UK there is a similar trend. Our first attempt at an information center for industry was in one of the Laender in which specific economic conditions prevail. This Land has many medium-size but very specific industries, like the optical and watch industries. In the area of information transfer to small and medium sized industries, we have to learn from smaller countries, not the least of which is Israel.

CHAIRMAN (Mr. Keren): You have highlighted an important point. We have found that transfer of information by the transfer or selling of documents alone is not enough, and we are trying on an experimental basis to supplement these services with a referral service, which we call, for lack of a better name, "transfer of technology". By "transfer of technology," we mean personal contacts between people or institutions who have a problem, with those with the expertise to help them; and not only transmittal of printed or visual material.

The problem of data banks is a very relevant one. We have been told not once by industrial enterprises that their engineers are paid not to read but to work and they do not want to get large Sunday papers. They want to know, for example, what is the melting point of a certain alloy quickly and not more. The various existing data bases have not been explored enough for these purposes.

The problem of international collaboration which has been mentioned throughout our discussions shows that there is probably no one country which is self-sufficient in its information provision and that even very closed industries like the chemical industry in Europe are, to the best of my knowledge, cooperating in information and technology transfer.

One point which has not yet been mentioned is information transfer among various industrial sectors, for instance, the transfer of technology from space technology to industry in the States; or, in the case of Israel and many other countries, transfer of information generated in the defence sector to the civilian sector.

PROF. P.V. KAULA (India): I want to mention the work that has been done in India in the transfer of information to industry. In the western part of India we have an industrial belt of the textile industries. These industries themselves created a research organization as early as 1936, the Textile Research Association, which supplies information services to the whole textile industry. This type of organization could not be created for other industries, because India was not industrialized before it achieved independence. But after 1947, steps were taken to provide information to industries through government and private organizations. With the assistance of UNESCO, national documentation activities were established. The Indian National Scientific Documentation Centre (INSDOC), which serves industries and government and non-government organizations, was established in 1953 and from 1954 it started its services in the fields of science and technology. Initially it did not prepare abstracts. But later it started to index and abstract material required and now publishes the Indian Science Abstracts and also sends spot information to various organizations.

In 1967, the Government of India set up a committee to coordinate work in the field of information science throughout the country. On the recommendation of this Committee, the Institute for Scientific Information with branches in various parts of the country has been set up as an extension of INSDOC.

In addition to INSDOC and the Institute of Scientific Information, the Government of India set up in 1947 a chain of research laboratories under the auspices of the Council for Scientific and Industrial Research. Today

we have 36 industrial research laboratories in the fields of textile, leather, electronics, steel, mining and others. Some of the industries set up by the public sector have also developed their own information services which are instrumental in increasing productivity.

In 1956 the Government set up a National Productivity Council. This Council was to increase the productivity of industry by supplying spot information. Its activities are to be enlarged and will include technological information and introduce mechanical and computerized services.

Under the fourth five-year plan which is presently in operation, provisions have been made to create central as well as decentralized information centers for industry and other research organizations, and the emphasis which originally was on fundamental research has shifted to applied research.

CHAIRMAN (Mr. Keren): Let me thank the panel members for giving us a short review of what is going on in their countries in the field of information services to industry.

APPENDIX

FID/II Study Committee: "Information for Industry"

Membership List

Country	Member	Representative
Austria	Österreichisches Produktivitäts-Zentrum 5 Renngasse A-1010 Vienna	Mr. Bruno Hofer
Belgium	Centre National de Documentation Scientifique et Technique 4, bd. de l'Empereur Bruxelles 1	Mr. A. Troiepolsky
Bulgaria	Central Institute for Scientific, Technical and Economical Information 56, Chapaev st. Sofia	Mr. G.D. Stoyanov
*Canada	National Research Council of Canada Advisory Board on Scientific and Technological Information Ottawa K1A 0R6 Canada	Mr. F.G. Halang
Czechoslovakia	UVTEI Konviktska 5 Prague 1	Mr. Karel Havlíček
*Denmark	Dansk Teknisk Oplysningstjeneste Ørnevej 30 DK-2400 Copenhagen NV	Mr. Kjeld Klintøe
Finland	Valtion Teknillinen Tutkimuslaitos Lonnrotinkatu 37 Helsinki 18	Mrs. Eeva Wartiovaara

*countries represented at the open meeting

Country	Member	Representative
German Democratic Republic	VVB Schiffbau Informationszentrale 25 Rostock Doberaner Strasse 110/111	Mr. H.J. Manecke
German Federal Republic	Allgemeine Deutsche Philips Industrie Gmbh Abt. W.T.B.-I D-2000 Hamburg 1 Mönckebergstrasse 7	Dr. Helmut Heinze
*German Federal Republic	Institut für Dokumentationswesen D-6 Frankfurt(Main)-Niederrad Herriotstrasse	Mr. Heinz Marloth[1]
Hungary	Hungarian Central Technical Library and Documentation Centre (OMKDK) B.P.O.B. 12 Budapest VIII	Mrs. S. Levai
*Israel	National Center of Scientific and Technological Information (COSTI) P.O. Box 20125 Tel Aviv	Mr. C. Keren
Japan	The Japan Information Centre of Science and Technology P.O. Box 1478, Tokyo Central Tokyo	Mr. Y. Kobayashi
*Netherlands	Nederlands Orgaan voor de Bevordering van de Informatieverzorging Burg. Van Karnebeeklaan 19 The Hague	Mr. W.E. Clason[2]

[1]Represented at the open meeting by Dr. M. Cremer

[2]Represented at the open meeting by Dr. A. van Loen

Country	Member	Representative
*Norway	Lübeckveien 39/A Oslo 3	Dr. W. Holst[3]
Poland	Centralny Instytut Informacji Naukowo-Technicznej i Ekonomicznej Al. Niepodleglosci 188 Warszawa	Mr. W. Piróg
Portugal	Instituto Nacional de Investigacao Industrial Rua Garcia de Orta 68 Lisboa	Mr. H. Silva Serra
*South Africa	S.A. Council for Scientific and Industrial Research Technical Information Service (IRS) P.O. Box 395 Pretoria	Dr. R. van Houten[4]
Spain	Centro de Información y Documentación del Patronato "Juan de la Cierva", Joaquín Costa 22 Madrid 6	Mr. J.R. Perez Alvarez-Ossorio
Sweden	Ingeniörsvetenskapsakademien P.O. Box 5073 S-10242 Stockholm 5	Mr. Bertil Kuhlemann

[3]Represented at the open meeting by Mr. A. Disch

[4]Represented at the open meeting by Mr. D.G. Kingwill

Country	Member	Representative
*United Kingdom	Librarian Rubber and Plastics Research Association of Great Britain (RAPRA) Shawbury, Shrewsbury SY4 4NR England	Miss D.R. Dawson[5]
U.S.A.	Manager, Development Section Information Systems Division E.I. du Pont de Nemours & Co., Inc. Secretary's Department Farmer's Bank Building Wilmington, Delaware 19898	Mr. Bart E. Holm
*UNIDO	Industrial Information Section United Nations Industrial Development Organization Lerchenfeldstrasse 1 Wien Austria	Mr. H. Schwoerbel[6]
General Secretariat	International Federation for Documentation, FID 7 Hofweg The Hague, Netherlands	Dr. F.A. Sviridov, Secretary General

[5]Represented at the open meeting by Mr. F. Liebesny

[6]Represented at the open meeting by Mrs. V. Vince

סדרת כתבים בנושאי מידע

1. מספרי-עזר כלליים לציון חומרים בשיטת מע"א, מאת חנן וליש. 1966 (אזל).

2. מפתח ממוכן למחקר המדעי השוטף בישראל, מאת ק. קרן, ב. ארבל, נ. פיכמן, ח. פרנס. 1969.

3. מרכז בין-לאומי לתיעוד תקנים, מאת חנן וליש. 1969.

4. הוועדה לפיתוח מערכות מידע טכנולוגי ומדעי בישראל. חברי הוועדה: פרופ' דוד אביר - יו"ר, קרל קרן - חבר. תקציר הדוח. 1970.

5. עבודת הייעץ - רקע ומשמעות; קונטרס זכרון לקלריסה גדיאל ז"ל, מאת ס. ויל, ח. וליש, א. עמיאל, וש. תומס. 1971.

6. הארגון הבין-לאומי לתיעוד, הועדה ל"מידע לתעשייה". פגישה שנערכה במסגרת ה"כנס הבין-לאומי בתורת המידע" של אסמ"י ב 3 בספטמבר 1971 בתל אביב. הרצאות בנושא "ארגונים בין-לאומיים ולאומיים". 1972.

הכנס הבין-לאומי בתורת המידע, תל אביב, 29 באוגוסט - 3 בספטמבר 1971. קובץ ההרצאות והדיונים, 2 כר', 803 ע'. 1972. -.50 ₪.

פרסומים: "עלון אסמ"י" (תמציות באנגלית), יו"ל שלוש פעמים בשנה. המחיר: חוברת בודדת -.3 ₪ (-.2 $), חתימה לשנה -.8 ₪ (-.5 $).
"כתבים בנושאי מידע", סדרת מונוגרפים בלתי סדירה. מחיר כל כתב -.5 ₪ (-.3 $).

הדעות המובעות במאמרים הן על אחריות המחברים בלבד.

© האגודה

פרסום מי"ד 490

כתבים בנושאי מידע

מס' 6

אגודת הספריות המיוחדות
ומרכזי המידע בישראל

אסמ"י

הארגון הבין-לאומי לתיעוד
הוועדה ל"מידע לתעשייה"

פגישה שנערכה במסגרת

ה"כנס הבין-לאומי בתורת המידע" של אסמ"י
ב-3 בספטמבר 1971 בתל אביב

הרצאות ודיונים בנושא

ארגונים בין-לאומיים ולאומיים

תל אביב
1972

מע"א
659.2:[061.2(100)FID:002].053.52

תל-אביב ת. ד. 20125